

MASSACHUSETTS Commonwealth Procurement News (CPN)

Volume 5, Issue 5

Spring/Summer 2006

STATE PURCHASING AGENT UPDATE

Welcome to the Spring/Summer issue of the *Commonwealth Procurement News (CPN)*. The theme of this issue is "Looking Back/Looking Ahead – Are statewide contracts meeting your needs?" As we approach the end of the fiscal year, it is appropriate to assess OSD's activities and accomplishments over the past year and present some of the major initiatives planned in FY 2007, always asking the question of whether OSD's statewide contracts and our other programs are meeting the needs of the purchasing community. If there are areas that need improvement or if there are statewide contracts that OSD should develop, please contact me or a procurement manager in the office to discuss.

Generating savings and reducing prices on statewide contracts, while still achieving best value, has been a major OSD focus during FY 2006. During this year, Executive Departments and other public purchasers will have saved an estimated \$34 million by using statewide contracts. OSD recently mailed spend management and savings information to many departments summarizing the amount that each department saved, during a five month period, from the statewide office supply contract. We expect to send another report summarizing annual savings again in the fall. During FY 2007, OSD hopes to expand our spend management reporting capabilities and communicate regularly with departments on the amounts saved from statewide contracts.

During the past year, OSD's Outreach unit has focused on promoting statewide contracts to cities, towns, independent authorities, counties and other eligible entities. Increasing volume and use of statewide contracts is certainly important to the companies on statewide contract but also benefits all purchasers when OSD re-bids or re-negotiates existing contracts since greater volume often translates into improved prices. The Outreach Unit created a municipal listserv with over 3000 subscribers who receive monthly Municipal eNews updates on the latest statewide contract happenings. OSD has also "hit the road" this year with a series of contract education sessions, delivered by our knowledgeable procurement managers, on a variety of new and existing statewide contracts such as Facilities/Tradespersons, IT Staff Augmentation, HIRE (Hazardous Incident Response Equipment) and Paging Devices. These sessions, taking place across the Commonwealth, have been well attended and enthusiastically received. If there are specific education sessions that you'd like to see, please let us know.

Finally, looking ahead to FY 2007, OSD will be asking for input from departments, businesses and purchasers on ways to improve the procurement process by streamlining RFR documents, eliminating unnecessary or duplicative forms, increasing the use of the Internet and electronic submission of responses and simplifying the way OSD conducts procurements. We look forward to hearing your ideas when we begin this project.

Thank you for your feedback, your continued support and your participation on OSD's procurement management teams.



Ellen Bickelman, State Purchasing Agent

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ENERGY PMT

Looking back at Electricity

In November, 2005, the Commonwealth of Massachusetts Operational Services Division (OSD) awarded a 24-month, fixed price competitive supply contract to Direct Energy for large commercial accounts only located in the NEMA, SEMA and WCMA load zones. The Commonwealth

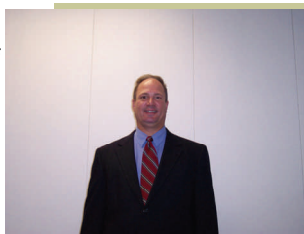
was able to obtain approximately \$5 million in initial savings. Direct Energy will serve 274 large commercial accounts across the Commonwealth representing approximately 425 million kWh in annual usage. This contract includes Executive, Non-Executive and other eligible entities. This unprecedented level of collaboration demonstrates how cooperative purchasing agreements can create efficiencies for government as a whole.

Looking forward to Natural Gas

Although the current electricity contract is closed to additional participation, OSD has begun the process for a statewide Natural Gas procurement. Current plans are to pre-qualify vendors this fall/winter and run a reverse auction in the spring of 2007, pending market conditions. OSD will once again be working with the Energy PMT and the consultant team of World Energy/SAIC to establish a pool of suppliers through a qualification process and then obtain pricing via an on-line reverse auction.

This solicitation is open to large natural gas accounts, with total annual expenditures of over \$60,000 for each account. Non-executive branch Eligible Entities may participate in this process, but will be required to execute a Memorandum of Understanding (MOU) with OSD which obligates the entity to accept the terms and pricing which the Commonwealth accepts. This allows OSD to execute a contract on behalf of all participants and creates a binding legal obligation between the participant and supplier. This commitment is essential because any change in volume could impact pricing commitments made by suppliers.

If you are interested in participating in this solicitation, please e-mail James Ferri, Contract Manager-Energy @ james.ferri@osd.state.ma.us an expression of interest along with the name, phone number and e-mail address of a contact person. We will have the consultant team contact you.



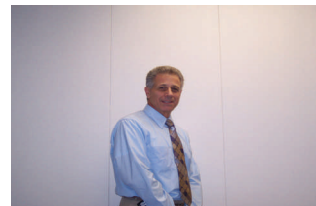
James Ferri, Procurement Manager-Energy

STAR 2006 – THE SURVEY SAYS

The Statewide Training And Resources Exposition (STAR) last month was a resounding success with 94% (183) of exhibitors surveyed indicating that the one-day event on April 25, 2006 at the Bayside

Exposition Center was effective for them. The Boston location was convenient for 93% and 91% endorsed the decision to have a one day STAR event instead of two-days. The Boston location also had 95% of the exhibitors indicating that they were pleased with attendee floor traffic compared to 70% from last year's event in Worcester, so please continue to attend STAR and visit our exhibitors in 2007.

Why STAR? Why bring together statewide contractors and decision makers? OSD's mission involves establishing Statewide Contracts for Commonwealth departments and eligible entities. The opportunity for public purchasers to participate in training opportunities at no cost and to become better educated purchasers benefits the Commonwealth. What better forum allows for our contractors to market their contracts, reach their clients and allow end users an opportunity for a hands-on experience? Did you know that the average employee working with statewide contractors spends 20 to 25 hours scheduling six appointments, meeting with contractors and following up after their meetings? However, that time is reduced to less than five hours when Commonwealth employees conduct their meetings and business at STAR. This



William Funk, Director Professional Services

year 96% (564) of the 586 attendees surveyed indicated that they met new contractors at STAR 2006. Now that's a savings of TIME! And TIME is valuable. Plan now to attend STAR 2007 at

the Bayside on May 1, 2007. And thank you for your support and continued interest in STAR.

STATE SURPLUS PROPERTY PROGRAM REMAINS VERY POPULAR WITH STATE AND LOCAL GOVERNMENT

— By Paul Guerino

The State Surplus Property Office (SSPO) is responsible for distributing State owned personal property and ensuring that the Commonwealth realizes the maximum benefit by regulating the way surplus property is transferred and/or disposed. When a State agency has usable surplus items, SSPO will list the item on the SSPO web site (www.mass.gov/osd). The surplus is offered to all State agencies at no charge or to Massachusetts Municipalities and non-profit organizations for a small administration fee. This method of transferring usable items has been very successful. During FY 06 over 5,000 items such as office, computer, medical and maintenance equipment have been transferred to various State and local governmental entities. The West Boylston School District has been using the program for the past three years. “We are delighted with the program”, said Brian O’Connell, business manager.

“We are delighted with the program”, said Brian O’Connell,
Business Manager of West
Boylston School District

SSPO retains its popularity because it provides agencies with a simple way to obtain usable equipment for no or little cost. SSPO is also responsible for the sale and disposal of all State owned motor vehicles. Since 1985, SSPO has conducted public auctions to sell vehicles and related equipment no longer needed by the Commonwealth. Approximately 1,300 vehicles and related equipment are sold each fiscal year. Prior to a public auction, Massachusetts municipalities are invited to view and place bids on any item slated for sale. If a bid is deemed ac-

ceptable, SSPO will remove the vehicle or item from the auction lineup and transfer ownership to the municipality. Many municipalities have taken advantage of this opportunity to obtain vehicles and equipment at a substantial savings.

In addition, SSPO is authorized by the Federal government to act as its agent to transfer Federal surplus property to state and local governmental agencies. Since 1948, many state and local agencies have benefited from the Federal Surplus Program

and have been able to receive surplus equipment for very little cost. For example, the Town of Winthrop was able to obtain a 32 foot fire boat from the National Park Service. Although the original value of the vessel was over \$100,000.00, SSPO charged a mere \$250.00 for the transfer. The town of

Winthrop plans to use the boat as an emergency vessel in times of marine mishaps. The boat will also assist surrounding communities including Logan Airport when additional fire or rescue assistance is needed. Fire Chief Joseph Powers stated, “The transfer of this vessel will greatly enhance the response to marine emergencies which could save lives”.

During a time of budget constraints, doesn’t it make sense for State and local agencies to take advantage of Surplus Property that are available and may be transferred? Interested parties are encouraged to contact the State Surplus Property Office at (617) 720-3146 to learn more about these worthwhile programs.

WHERE ARE SUPPLIES OR SERVICES IN AN EMERGENCY?

— By Bill Funk

The recent torrential rains and flooding combined with a heightened awareness of the hurricane season suggests that Commonwealth agencies need to be prepared and ready in the event of an emergency. While OSD may not be with you in the event of an emergency, we have compiled contract information on existing commodity and services statewide contracts that could be of assistance during a time of need. Through the collective support of all Procurement Managers at OSD, an updated edition of the “Emergency Response Supplies, Services and Equipment,” booklet, June 1, 2006 revised edition, is available on OSD’s Website at www.mass.gov/osd.

This booklet offers its readers a Quick Reference Table that provides a snapshot of the contracts

covered, a Contract Reference Index for identifying and locating many emergency items/ services and an Alphabetical Listing of Statewide Contracts with contact information for ordering. It also includes OSD contact information in the event that an emergency occurs after normal business hours.

So, where can you obtain supplies and services in the event of an emergency? Possibly from a Statewide Contract identified in the “Emergency Response Supplies, Services and Equipment” booklet available on the OSD Website. Print a copy today so you have it readily available and place another copy with your COOP Plan. This booklet will be refreshed every six month and we expect an updated version to be available in December, 2006.

QUALITY ASSURANCE – FISCAL YEAR 2006 AND BEYOND



Barbara Miller, Director Quality Assurance, Training & Outreach

Fiscal Year 2006 has been a year of new beginnings for the Q/A Team. Existing programs have been enhanced and new programs have been rolled out in all areas of Q/A. For example, we have an enhanced Q/A Program, new Training Courses, Statewide Contract Educational Sessions, Statewide Contract Overview Sessions, monthly Municipal e-News and we have even more in development!

The theme that permeates throughout all the Q/A programs is customer service and support. As we continue to explore ways to enhance and expand existing programs to better support eligible entities I welcome your input. Please feel free to contact me at any time to discuss any of the existing programs we have and how we can assist. I can be reached at Barbara.miller@osd.state.ma.us or 617-720-3148.

What's in the works?

Procurement Resource Center Scheduled to launch this summer, the Resource Center will enable users to find answers to frequently asked questions, helpful procurement tips, Statewide Contract searching tips and much, much more! Do you have a suggestion? Please e-mail osdtraining@osd.state.ma.us.

Procurement Drop-In Sessions Would you like assistance with writing your RFR? Posting to Comm-PASS? Beginning in September our Drop-In sessions will be held twice a month. Department staff can receive assistance with writing an RFR and Comm-PASS users will receive assistance with posting a solicitation or contract.

Department Procurement User e-mail Distribution List Would you like to receive updated procurement information at your desktop? The "Department Procurement User e-mail Distribution List" will be rolled out this summer and be used to distribute information on procurement policy, statewide contract updates and more!

New Training Classes We are currently in the process of developing two additional training courses, Procurement Exceptions and the Evaluation Process (scheduled for roll out early fall).

WHAT'S NEW IN OUTREACH AND STATEWIDE CONTRACT !

OSD Outreach has launched several programs for eligible entities. We have surveyed municipalities to better understand how we can assist them. As a result Statewide Contract Educational and Statewide Contract Overview Sessions were developed. The OSD Municipal e-News and Statewide Contract Reference Booklet were also created to provide municipalities with up to date information on Statewide Contracts.

The OSD Municipal e-News is receiving extremely positive feedback from municipalities. If you are not currently receiving the news, you can do so by sending a blank e-mail to osd_municipalities-sub@listserv.state.ma.us. The Statewide Contract Educational Sessions have focused on three contracts, ITT23 – Staff Augmentation Category 1, FAC23 – Groundskeeping, Landscaping and Snow Removal and HLS01, Hazardous Incident Response Equipment.

Statewide Contract Overview Sessions continue to be popular with municipalities and associations. These sessions were launched in early April and to date we have trained over 200 individuals. These sessions continue to be offered free of charge for all eligible entities. To schedule a session for your group, please contact OSD Outreach at 617-720-3117 or osdoutreach@osd.state.ma.us.

WHAT'S NEW IN OSD TRAINING FOR COMMONWEALTH DEPARTMENTS

Over the past six months OSD's training team has been busily creating new courses for Departments. We have rolled out five new courses; Procurement Information Center Overview, Procurement – The Basics, How to Use Statewide Contracts, RFR Overview and RFR Workshop. To date we have trained a total of 784 participants! All trainings include a navigational tour of the Procurement Information Center so participants will be able to locate specific policies after the training. For more information on trainings or to register, please email osdtraining@osd.state.ma.us.

QUALITY ASSURANCE COMPLIANCE

OSD Quality Assurance (QA) Compliance Officers continue to work closely with Executive Departments and those Departments choosing to follow 801 CMR 21.00 to ensure compliance with OSD policy and procedure. We are continuing our series of examples of non-compliance. This month's topic is: **Comm-PASS records do not meet the Minimum Additional**

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THE COMMONWEALTH'S AFFIRMATIVE MARKET PROGRAM- LOOKING AHEAD TO GREATER ACCOMPLISHMENTS



Monserrate Quinones, Director of AMP

The Commonwealth's Affirmative Market Program (AMP) is pleased to report its successes for fiscal year 2005. The AMP team made up of its Business Advisory Board, Department Coordinators and Procurement Managers have worked diligently to improve on

program spending benchmarks and overall performance. In fiscal year 2005, the combined total of M/WBE statewide expenditures for Goods and Services was \$391,672,667, an increase of \$23,946,967 or 6.51% over FY 2004 statewide spending. Other program services and events offered annually include:

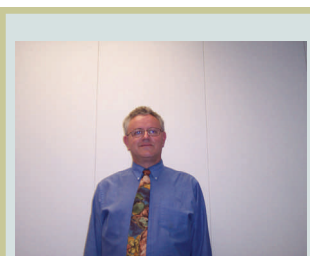
- 3 Vendor Procurement Educational Workshops
- The "Meet the Vendor" Program for Departments
- The Business to Business Mentoring Program for M/WBEs
- The Meet the M/WBE Vendor Fiscal Year Kick Off Statewide Event
- The Outreach Initiative for Public Officials and M/WBEs
- The One-On-One Vendor Assistance Program
- The AMP Legislative Breakfast

In addition, this fiscal year we continue working closely with department heads. Over 30 departments were represented in our recent statewide AMP Department Head Strategic Meeting where we discussed improving our efforts to increase participation of certified vendors in our procurement process. On September 19th, 2006 we will once again sponsor our FY07 Fiscal Year Kick Off event at the State House. Our theme will be "Meet the M/WBE vendor". We will also take this opportunity to recognize the achievements of our participating departments and their coordinators for their efforts to maximize opportunities for certified vendors and for increasing spending benchmarks. Registration information and event details will soon be posted at www.mass.gov/amp in the *News & Updates* page. Hope to see you all there!

NEWS FROM THE TRAINING PMT

During FY '06 changes were planned and implemented that will lead to significant improvements in the training areas during FY' 07 and beyond. Early in the year, I became an active member of the new Executive Branch Training Advisory Council that provides high level guidance on training. A team, consisting primarily of HR and training professionals, headed by HRD and supported by ITD and OSD, worked on a solicitation that led to one award to Meridian KSI for a single Learning Management System (LMS). HRD will operate and manage the LMS that will be used to manage and track training needs for all Executive Branch Employees of the Commonwealth. The LMS will also, in many cases, be used to track trainings provided by Executive Branch Agencies to other learners. As a member of the Steering Committee for the LMS, OSD will remain actively involved in its implementation during FY07.

The PMT crafted a new Solicitation for Training Services that was highly focused on providing trainings in the IT and Professional Development areas. The solicitation is in the final stages of evaluation and will be available for use by departments on July 1, 2006. This new statewide contract, **PRF29**, will have approximately 20 vendors with, in most cases, clearly defined course descriptions and costs. Most of the courses are instructor led although some are available through e-learning. We hope to make some of the courses on the **PRF29** SWC directly available through the LMS during FY '07. **PRF29** replaces the two existing SWC (**PRF10**, **PRF14**) for training, both of which end on 06/30/2006. The expiring contracts provided a large list of pre-qualified vendors that offered a plethora of trainings. However these expiring contracts were difficult to use due to insufficient detail about the trainings and the lack of fixed cost information. These issues will be resolved with the issuance of the new **PRF29** contract.



Brian Putnam, Procurement Manager—Hospital

QUALITY ASSURANCE COMPLIANCE

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Keywords Requirement – It is important to understand that the Comm-PASS Additional Keyword Search capability is driven by what is entered in this field. This functionality allows all Comm-PASS users a greater probability to find the information they are seeking. To become compliant, Executive Agencies must at a minimum contain in the Additional Keywords for Searching field the following terms; “statewide”, as applicable when the record is Open to All Eligible Public Entities, Contract Manager’s name and Commonly used terms for the goods or services sought or offered. For further details on this requirement, please review Rule #2 in the [Comm-PASS Policies for Executive Departments](#).

OVM’S ENTERPRISE RENT-A-CAR CONTRACT

— By Herb Faulconer



As you may recall, the Office of Vehicle Management (OVM) terminated its motor pool operation at the Hurley Building on February 28, 2005. This closing saved the Commonwealth approximately \$850,000 by not replacing OVM’s fleet of 35 vehicles with new Toyota Prius or Honda Civic Hybrid vehicles and by eliminating motor pool operating expenses.

Enterprise Rent-A-Car opened its office at One Congress Street on March 1, 2005. Since this initial opening there have been over 8200 rental days through March 2006.

Enterprise Rental has provided the Commonwealth with 22 latest Hybrid vehicles for rental. This new technology offers greater gas mileage than a gasoline vehicle and produces lower tailpipe emissions which, is good for air quality. OVM encourages all agencies to reserve the hybrid as its first choice of transportation.

For those agencies not familiar with the Enterprise rental contract (VEH61) it provides rate protection during the contract period; free pick-up service is available; there is no charge for cancellations or no shows; rental rates include

Collision/Loss Waiver with zero deductible; provides 24 hour emergency road service if needed and many other benefits to the Commonwealth.

If your agency is not presently using OVM’s Contract VEH61 for their rental needs, I suggest that you go to www.Mass.Gov/OSD, select Reserve an Enterprise Car, select any agency and print the Full Terms and Conditions for your review. The complete contract can be found on Comm-PASS under VEH61.

To open your account, please call Angela Willard at 617-270-3512 and allow 48 hours to have your account activated.

If you have any other questions, please call Herb Faulconer at 617-720-3337 for assistance.

PROFESSIONAL SERVICES PMT NEWS



Tess Francisco, Procurement Manager
Professional Services

CAPTURED COST SAVINGS— TEMPORARY HELP SERVICES

When compared to the maximum bill rates from PRF15, PRF24 saves an average of \$0.35 per hour / per job category. This translates into a savings of \$55,343 through the

first two quarters of FY06. This data only captures payments through the MMARS systems; it does not include the expenditure savings of cities and towns. The PMT is planning on issuing a ‘Contract Questions and Answers’ document early in FY07. Please send any questions you may have about contract use to tess.francisco@osd.state.ma.us

NEW GENERATION COMING FOR COMPETITIVE-RATE TAX-EXEMPT LEASE PURCHASE (TELP) SERVICES

The Competitive-Rate Tax-Exempt Lease Purchase Services contract (PRF17) has saved the Commonwealth \$853,600 in just the last two years. Next year a new RFR for these services will go out to bid. This RFR will result in a “new generation” competitive-rate TELP with streamlined language and application ability. All of this will be accomplished while maintaining equal or greater financial security. Meanwhile, the existing PRF17 (Competitive-Rate Tax-Exempt Lease Purchase Services) will be renewed through July 31, 2007. Please contact Tess directly if you would like to be involved in the new procurement, or if you have suggestions. Her phone number is (617) 720-3135. Her e-mail address is tess.francisco@osd.state.ma.us

IMPROVING PUBLIC AREAS WITH PLASTIC LUMBER



Dmitriy Nikolayev, Procurement
Manager—Facilities

As the summer is nearing, many facilities and organizations are preparing for outdoor projects. City and town committees are beginning to talk about renovating playgrounds, parks and squares. Just in time for all this, OSD has renewed the statewide contract for Plastic Lumber products covering a lot of the products these projects would require:

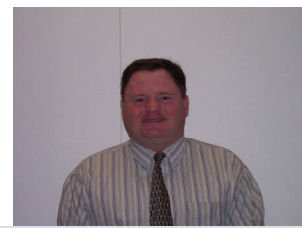
- **Outdoor benches and tables** (metal-frame furniture and all plastic lumber furniture)
- **Dimensional lumber** used for constructing decks, fences, wetlands walkways, etc.
- **Site amenities** (trash cans, stands, landscaping timbers, decorative planters, etc.)
- **Playground Equipment** (swings, bridges, slides, etc.)
- **Traffic Control Products** (speed bumps and parking stops)
- **Fencing**
- **Signs**
- **Bathroom Partitions**

With the rising concern over arsenic leaching out of pressure-treated wood, plastic lumber is an ideal alternative – it is non-toxic and lasts up to 50 years (2.5-5 times the longevity of pressure-treated wood products). In addition, plastic lumber products are ideal for outdoor public space projects because they are:

- Virtually maintenance free, graffiti resistant and easy to clean,
- Available in many colors and require no painting or sealing,
- Non-porous and thus will not splinter, peel, rot, crack, split or degrade,
- Waterproof and resistant to cold, salt, corrosive substances and wood destroying organisms.

While the current oil and gas crisis did affect the plastic industry, FAC20 contractors agreed to offer contract users additional discounts off the manufacturer prices – more aggressive than those before the renewal. For example, while before the renewal only one contractor offered discounts on playground, today all contractors offer 5% to 20% off the list price for the equipment they sell. Some of the contractors also offer additional prompt pay discounts of up to 7% if the payment is made within 10 days (discounts vary by vendor). Please view FAC20 information on Comm-PASS and contact the contractors with information about your upcoming projects! If you have any questions about this contract, please contact **Dmitriy Nikolayev** at Dmitriy.Nikolayev@osd.state.ma.us or 617-720-3351.

LOOKING FORWARD IN PUBLIC SAFETY



Bob Irvin, Procurement Manager
Public Safety

As you know, we are coming off of a very exciting and busy time in the Public Safety Procurement area. We have completed the adoption of the Hazardous Incident Response Equipment contract for the Commonwealth. This contract grants us access to a multitude of nationwide vendors who carry an extensive array of products. This contract is an “open enrollment” contract through the State of New York, therefore, the vendors and product lines will continue to grow. In support of this contract, with the assistance of the OSD Outreach Group, we presented three workshops on its use and value. These workshops were given in Boston, Wellesley and Holyoke and were very well received. This contract is open to all eligible entities (including municipalities) throughout the Commonwealth.

We are also in the process of awarding a new contract for Locks and Accessories, contract **FAC45**. This contract will be awarded and ready to use by early June. There will be two Statewide Contractors who will each offer a variety of manufacturers and products to meet your needs.

Looking forward, we plan to combine the Clothing 04 and Clothing 05 contracts late in the summer. If your agency or community purchases uniforms or any type of clothing/footwear and you are interested in joining the Procurement Management Team, please contact Robert Irvine at 617-720-3129 or robert.irvine@osd.state.ma.us. Remember, in order to meet your needs and expectations we have to know what they are!

LOOKING FORWARD, STAYING AHEAD, CONNECTING WITH OUR CUSTOMERS

Thank you to all ITC08 statewide contract users who recently responded to the IT Hardware Procurement Management Team's (PMT's) recent survey. ITC08, a long-term, successful contract for IT hardware and supplies, expired May 31, 2006. Early this year, the PMT explored the possibility of developing a replacement contract for ITC08. Based on this review, the PMT determined that the products which were historically purchased, could (and in some instances, were) being purchased from other statewide contracts. Therefore, the PMT decided that Commonwealth purchasers would be best served by allowing ITC08 to expire and users be directed to use ITC16a contract exclusively for their IT Hardware supplies and accessories needs, allowing that contract to truly provide one-stop shopping.

A spreadsheet of these commonly purchased IT hardware supplies and accessories has been posted on Comm-PASS website under ITC16a "Forms and Terms" tab with competitive pricing from more than a dozen vendors in two categories:

- A-Specific Products include bar-coded labels, back-up tapes, data cartridges, and other similar products.
- B-General Products include audio cassettes, CD-RW, DVD, clip drives, flash drives, memory, and more.

These are samplings only and other products may be available by contacting the Vendor for additional information.

Some supplies and products not available under ITC16a contract include:

- Products offered under OFF16 - Printers and printer supplies, Photocopier/Facsimile equipment and supplies;
- Products offered under OFF02 - Office Supplies;
- Software offered under ITS14;
- Products offered under OFF18 - Audiovisual equipment and supplies; and
- Products offered under other statewide contracts.

The PMT recognizes the exceptional value that the previous contract offered users and look forward to this same level of service under ITC16a. Users are encouraged to provide feedback to the PMT regarding the effectiveness of ITC16a contract in meeting your requirements for these types of products. Contact the Procurement Team Leader @ gloria.harris@osd.state.ma.us or call 617-720-3106.

THE OFFICE FURNITURE TEAM'S LOOKING BACK, PLANNING AHEAD



Bob Guerard, Procurement Manager
Office

Over the past year the Office Furniture Team took a look back at the current OFF03 Office Furnishings contract in an attempt to better understand how the contract met and did not meet the needs of our customers, you the Commonwealth Entities. The Team took a look back at the furniture industries landscape prior to the release of the OFF03 contract and how it has changed over the years in planning ahead for the release of the OFF20 request for response. The Team discovered that the specialized furniture companies have

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OVER-THE-PHONE INTERPRETATION SERVICES



Bob Spicer, Procurement Manager
Telecommunications

Technology is constantly changing and the way we performed our daily tasks years ago can be performed differently today. One of the most innovative and cost effective offerings in the field of telecommunications of late comes from Qwest Communications under the ITT09 Communication Network Services contract. Qwest has partnered with NetworkOmni, bringing to state government Over-the-Phone Interpretation Services. This service allows for immediate; toll free, confidential access to a network of professional interpreters ready to conduct the valuable function of interpreting over 150 languages. Interpreters are thoroughly trained in medical, insurance, legal, financial, technical and business fields and are familiar with the cultural nuances associated with the languages they speak. Recent pricing by Qwest allows for a savings of nearly \$1.15 per minute, that can provide monumental savings if a particular agency or local entity does a fair amount of over-the-phone interpretation, such as 911 calls.

If your agency once performed one-on-one meetings to accomplish the same task, consider this valuable Qwest service. OSD is looking into other services which will allow agencies to benefit from technologically and operate more cost efficiently in the future.

NEWS FROM THE VEHICLES AND RELATED SERVICES PROCUREMENT MANAGEMENT TEAM



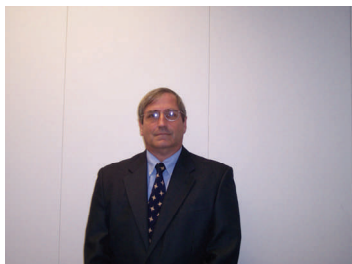
Ron Whitaker, Procurement Manager
Vehicles and Related Services

The Vehicles and Related Services Procurement Management Team (VRSPMT) has responded to the needs of the Commonwealth and developed a new statewide vehicle contract for Various Passenger and Light Duty Vehicles Gas, CNG and Bi-Fuel **VEH73**. The contract combines three vehicle fuel type contracts into one.

The VRSPMT's new contract includes sixty (60) vehicle categories for more than 450 vehicles and includes awards to Ford, Chevrolet, Dodge and Honda. The types of vehicles include compacts, vans, police, pick-ups and specialty vehicles for the Department of Corrections, Department of Youth Services and the Massachusetts Highway Department. The new vehicles on contract will bring users better gas mileage or equivalent miles per gallon and lower emissions. The pricing that the Commonwealth negotiated for vehicles is outstanding and in some cases, is thousand's of dollars less than the prices from the old statewide contract. Pricing information may be found at www.commonpass.com.

The VRSPMT is also developing the new Sodium Chloride (Road Salt) contract (**VEH72**) with a value of \$150,000,000 for the 2007 season. The team has taken a new approach this season and we intend to release this procurement for solicitation early this year, on or about June, 2006. Currently the team has developed a draft of the Request for Response and an email has been circulated to cities, towns, authorities and other eligible entities in an attempt to enlist as many Commonwealth users for the contract. It is our plan to keep the cost of road salt as low as possible by obtaining more users.

MEDICAL PROCUREMENT NEWS



Tom Lull, Procurement Manager
Medical Medicine & Professional Services

This past year the Medical and Laboratory Procurement Management Teams have made tremendous strides in attempting to better meet the needs of the Commonwealth's contracting base. A year ago, the reporting on the **HSP21**, Medical and Surgical Commodity contract was not

able to identify the specific manufacturers and model numbers of the products being procured. With improvements in reporting the Team, along with our **HSP20** Group Purchasing partner, identi-

fied the Commonwealth's total exam glove book of business and leveraged the volume for significant savings. Subsequently, they have worked with the contractors to identify additional savings to reduce their overall supply chain costs. The renewal of the **HSP21** contract will include some 'prime vendoring' opportunities, where individual facilities can opt to increase their business with a contractor in exchange for a decrease in product mark up costs.

The Laboratory PMT recently published, **RFR HSP22**, and after completing a BAFO and negotiation process, the Team expects to have the contract out in July. The new contract will incorporate some interesting concepts not previously available on the **HSP13** Lab contract, which is expiring. These include 'prime vendoring', individual 'hot lists' of frequently ordered commodities, and additional discounting for online ordering. This process acknowledges that both contractors and end users can affect supply chain cost with the cost reductions being co-shared.

In the future the Medical PMT will be publishing a new Solicitation **RFR HSP24** for Medical Equipment which will replace the current **HSP18** contract. The Team has identified and acknowledges a number of end user comments about going directly to the manufacturer in an attempt to achieve significant savings. The new contract 'process' is addressing this very issue!

We at OSD and the Procurement Management Teams hope that we are meeting all of our end users needs and welcome your suggestions and comments. If you have experienced any cost or utilization savings from these contracts, we would appreciate hearing from you and sharing your successes!

THE OFFICE FURNITURE TEAM'S LOOKING BACK, PLANNING AHEAD

(Continued from page 8)

expanded their product offerings to maintain a competitive edge in the market. The results of mergers and expanded product offerings has provided the customer with the ability to "one stop shop" for all of your office furniture needs with regards to cubicle, office (wood or laminate), chairs and metal furniture.

The Team also discovered that additional furniture sub-categories had to be created, such as music furniture, early childhood furniture, dormitory/lounge furniture, cafeteria tables, custom wood furniture, ergonomic metal framed computer workstations, ergonomic furniture accessories, refinishing services and re-upholstering services, to meet the needs of the Eligible Entities.

The goal of the Team is to award the new **OFF20** contract by mid July, 2006 with improved discount % percentages off and product selection compared to the current **OFF03** contract as well as superior levels of service that meet the needs for all Eligible Entities statewide.

If you have any questions or concerns regarding any Office contract feel free to contact me at 617-720-3321 or by e-mail at Robert.guerard@osd.state.ma.us

OPERATIONAL SERVICES DIVISION

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TWO NEW STATEWIDE CONTRACTS FOR FOOD SERVICES



Betty Fernandez, Procurement
Manager – Food Services

The Food Procurement Management Team (PMT) is pleased to inform departments that two new Statewide Contracts have been awarded. These contracts are the Foodservice Equipment, Institutional Grade, Large and Small with Related Maintenance and Repairs (**GRO19**) and the Bottled Water, Related Supplies and Services Contract (**GRO18**). The Food Procurement is from May 1, 2006 through April 30, 2008 with one twenty-four (24) month option to renew. The new cost is \$2.49 per 5 gallon bottle with no cooler rental fees or bottle deposit fees which is a significantly lower price than the previous contract, resulting in an estimated annual cost savings to the Commonwealth of \$158,543. Departments interested in using Belmont Springs/DS Water should contact the contract manager Steve Linehan at 866-307-6092 or 617-489-8120 or E-mail slinehan@water.com for prompt customer service.

Finally, the PMT is currently working on developing a new RFR for Grocery Related Paper Products/Foodservice Supplies (**GRO20**) that will provide products in the following categories: Paper Products, Tableware, Foodservice Supplies and Liners. The team's goal is to have a contract in place by July 2006. The PMT will also begin working on a new RFR for Catering Services (**GRO21**) in July. If interested, information may be obtained on the Comm-PASS web site (www.comm-pass.com) or contact Betty Fernandez, Procurement Manager at 617-720-3133 or E-mail: Betty.Fernandez@osd.state.ma.us.

Three contractors were awarded for Foodservice Equipment **GRO19**: Eastern Bakers-Boston, Kittredge Equipment-Springfield, and Trimark United East-South Attleboro. The award made to Eastern Bakers resulted in an annual cost savings of \$41,061.37 based on actual annual volume purchased by Departments on the previous contract (**GRO07**). The duration of the contract is March 15, 2006 through March 14, 2007 with two (2) twelve (12) month options to renew.

The Statewide Contract for Bottled Water, Related Supplies and Services (**GRO18**) was awarded to Belmont Springs/DS Water. The contract dura-